

PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, May 12, 2016 in in Board Room A of the Sophie Beaumont Building – 111 North Jefferson Street, Green Bay, WI

Present: Chairman Tom Lund
Paula Laundrie, Susan Hyland, Carole Andrews, Craig Huxford, Bill Clancy

Excused: JoAnn Grashberger

Also

Present: Erik Pritzl, Executive Director
Luke Schubert, Hospital & Nursing Home Administrator
Eric Johnson, Finance Manager
Molly Hillmann, Contract & Provider Relations Manager

1. **Call Meeting to Order:**
The meeting was called to order by Chairman Lund at 5:15 pm.
2. **Approve/Modify Agenda:**
LAUNDRIE/HYLAND moved to approve the agenda.
The motion was passed unanimously.
3. **Approve Minutes of April 14, 2016 Human Services Board Meeting:**

ANDREWS/HUXFORD moved to approve the minutes dated April 14, 2016.
The motion was passed unanimously.
4. **Public Hearing 2017 Budget**
The Public Hearing was open and no members of the public participated or offered comments. There is no testimony documented.

Chairman Lund closed the public hearing.
5. **Executive Director's Report:**

Executive Director Pritzl handed out his report (attached). He stated he used a different format with updates broken down by units. He went over some of the key items. Pritzl stated that they are working with Bellin regarding incapacitated versus intoxicated individuals and how to bridge the gap for services.

Q: Citizen Board Member Laundrie asked how we handle clients who have co-occurring issues.
A: Executive Director Pritzl stated that individuals who have a co-occurring condition prior to them arriving, will be treated as a mental health situation. Pritzl stated that Laundrie made a good point, citing there could be individuals arriving at Bellin who

present as intoxicated and it isn't determined until after that there is a co-occurring condition. Those people should be evaluated by the Crisis Center.

Pritzl also stated that if the client is not accepted at a facility, it is our department's responsibility to figure out how to transport them.

Pritzl went over the expanded Child Protection Reports and noted the current 'dip' during summer months due to school being out. He stated that our increase in CHIPS (CHild in Need of Protection of Services) petitions has caused a workload increase for Corporation Counsel.

Q: Chairman Lund asked if we work with the park department staff to make them aware of signs of abuse and neglect.

A: Executive Director Pritzl stated that would be a great idea for outreach. We do focus a lot on mandatory reporting but working with the parks would be a good idea and we could even put together a presentation to share with them.

Pritzl also thanked the Community Treatment Center staff who came in on a Sunday to work collaboratively due to the annual nursing home surveyors who arrived.

ANDREWS/LAUNDRIE moved to receive and place on file.
Motion was carried unanimously.

6. Presentation re: Contracts

Contract and Provider Relations Manager Molly Hillmann gave a Power Point presentation to the board (attached).

Q: Chairman Lund asked how much money we spend on non-continuous providers.

A: Hillmann stated that we spend approximately 3 million dollars annually.

Q: County Board Member Clancy asked if Corporation Counsel has to approve the provider contracts.

A: Hillmann stated that we have a standard template that Corporation Counsel has approved so we do not have to get individual approval on each contract.

Citizen Board Member Laundrie stated she had an opportunity to tour an adult family home which she found very interesting. Citizen Board Member Huxford stated that that his family member was in an adult family home for three years and it was a great experience for her.

CLANCY/ANDREWS moved to receive and place on file.
Motion was carried unanimously.

7. Administrator Report (CTC):

The NPC monthly report and QAPI Summary Report was submitted with the board packet agenda. CTC Administrator Schubert highlighted parts of his report.

Q: County Board Member Clancy asked if we need to get quotes on medications before we purchase.

A: Schubert stated that we have a contract currently through Streu's for prescription medications and for over-the-counter medications, we have another provider we work with.

Q: Citizen Board Member Laundrie asked how we handle someone who is, for example, schizophrenic, and needs their medications immediately.

A: Schubert stated that if we have any medical history on the individual, we can contact their doctor. If the person isn't lucid or we do not have their history on file, we would not be able to determine what they need immediately.

Schubert stated that we are working to get an automated dispensing system as part of our plan of correction so that clients can receive their first dose of needed medication within two hours.

The nursing home survey went well and although we are waiting for the official report, we only had 4 low level citations and expect a positive overall report.

HUXFORD/HYLAND moved to receive and place on file.

Motion was carried unanimously.

8. Financial Report:

Financial Manager Eric Johnson handed out a CTC budget sheet for March year to date to the board (attached). CTC is budgeted to break even on a cash basis. We do not have Community Programs YTD for March completed yet but we hope to have both ready for April YTD at next meeting.

We have determined a solid method for doing payroll accruals which means our financial picture will be more accurate each month and for year to date results going forward. We will then look operationally to determine why we have slightly higher expenses then budgeted.

Executive Director Pritzl stated that, in comparison to last year, we are doing very well. He illustrated the large difference in the far right column of the report. Some of the higher expenses last year were due to survey citations which we rectified with outside consultants and temporary increase of staffing to error on the side of caution. Citizen Board Member Laundrie stated that she has seen the collaboration of our leadership team and things are 'on the upswing' for Brown County residents.

ANDREWS/HYLAND moved to receive and place on file.

Motion was carried unanimously.

9. Statistical Reports:

Please refer to the packet which includes this information.

10. Approval for New Non-Continuous Vendor:

Please refer to the packet which includes this information.

11. Approval for New Vendor Contract:

Please refer to the packet which includes this information.

LAUNDRIE/ANDREWS moved to receive items 9 – 10 and place on file.

Motion was carried unanimously.

12. Other Matters:

Executive Director Pritzl stated we mailed out the 2015 Annual Report and if any board members had any questions, they could feel free to let us know. He also stated he attended the Board of Health Meeting on May 9th to talk about the 4 part mental health initiative and talked about their Community Health Improvement Plan (CHIP) and how our services intersect with theirs.

Next Meeting: Thursday, June 9, 2016
5:15 p.m. – Community Treatment Center Room 365

13. Adjourn Business Meeting:

LAUNDRIE/ANDREWS moved to adjourn; motion passed unanimously. Chairman Lund adjourned the meeting at 6:22 p.m.

Respectfully Submitted,

Kara Navin
Office Manager

BROWN COUNTY HUMAN SERVICES

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Erik Pritzl Executive Director

To: Human Services Board
Human Services Committee

From: Erik Pritzl, Executive Director *EP*

Date: May 12, 2016

Re: Executive Director's Report

Activities since the last time the Human Services Board and Committee are summarized below by the primary division area of the department.

Community Programs

Behavioral Health

Mental Health Initiatives:

- The Day Report Center component of the initiative was approved to proceed by the County Board on April 19th. The Request for Proposals (RFP) related to the Day Report Center has been published, and is available on the County purchasing website. In addition, information was sent to known providers of the service. Proposals are due by May 25, 2016. The scoring committee for the proposals will include representatives from the District Attorney's office, Human Services (Contracting and Treatment Courts), and Corporation Counsel.
- The Detoxification services component of the initiative was also approved to proceed by the County Board on April 19th. Department staff are working with the provider to refine the procedure and protocol associated with accessing the service. This should be completed by the end of May.
- Mobile Crisis Expansion was approved previously, and the contracted provider, Family Services, has added one position. Recruitment has been ongoing, and other positions have become vacant since the expansion was approved.
- Transitional Residential Treatment will be the next focus area. The purpose of this service has been to address the ongoing treatment needs of people related to substance use/abuse, and who have been determined to be in need of residential treatment services. This has been challenging as an area because of the connection to utilizing space at the Bay Haven Community Based Residential Facility unit of the Community



Treatment Center. Department staff are determining the best use of the space, and recommended changes.

Children, Youth and Families

Foster Care Events

May is National Foster Care Month, and to recognize this important area, the Mayor of Green Bay and Brown County Executive signed a joint proclamation at the Lambeau Field Atrium on April 29, 2016. Mark Murphy, President and CEO of the Green Bay Packers joined the Mayor and County Executive at the event to speak to the importance of foster parenting, and the need for more families. On May 4, 2016, a Foster Care Fair was held at the Lambeau Field Atrium. During this event, Human Services Department staff provided information on recruitment and licensing, a panel of foster parents talked about their experiences, and a new video to promote foster care was shown. Leadership Green Bay has been instrumental in supporting the efforts to improve our foster care resources, and this was one of the projects they supported in the community.

Child Protection Statistics

This month you will see some more detailed information related to Child Protective Services reports. On a quarterly basis, the program area will provide more information about reports received and screened by agency staff members. If there are other important data elements the board would like to see, please ask and agency staff will prepare a response.

Volunteer Recognition

A Volunteer Recognition Dinner was held at Lambeau Field in the Atrium on April 28, 2016. Once again, Glen Tilot did a great job coordinating the event, and adding many personal touches to his presentation of various awards. This is a wonderful event to highlight all of the support volunteers provide to the people served by the department.

Economic Support

The annual Child Care Certification Review by the State of Wisconsin was completed and received at the end of March, with the response from the department to any findings accepted on May 4, 2016.

Community Treatment Center

The utilization of the three units of the Community Treatment Center continues to be higher than 2015:

- The Nicolet Psychiatric Center unit is showing an average daily population of 10.9 for the year, with April slightly higher at 11.4.

- The Bay Haven CBRF unit had an average daily population of 2.3 in April, a decrease from the 5.3 in March. The year to date average daily population is 3.3, which is close to the budgeted average of 3.6, and a significant improvement over 2015.
- Utilization of Bay Shore Village Nursing Home unit continues to be at or near capacity of 61, with two additional beds reserved for Emergency Protective Placements.

The annual nursing home survey by the State of Wisconsin took place from May 1st-May 3rd. The department will receive the final report of the inspection soon, and prepare any plans of correction that are needed. The general feedback was positive from the surveyors.

CONTRACTS UNIT

BROWN COUNTY HUMAN SERVICES
MAY 2016

OVERVIEW

What is a contract?

A contract is a written agreement with specific terms between two or more entities in which there is a promise to do something in return for a valuable benefit.

Why do we need them?

- Provide a description of responsibilities
- Establish timeframes for responsibilities
- Bind parties to their duties
- Secure payment or other 'valuable benefit'
- Provide recourse if the relationship falters

HUMAN SERVICES CONTRACTS

'PROVIDER' CONTRACTS

Purchase-of-service agreements with area residential and non-residential care agencies to provide various services and care to our clients.

Examples:

- Advocates Extension for respite
- Options Lab for drug screening
- Smet Adult Family Home for residential services (1-2 bed AFH)
- Dr. Klein for autism assessment/therapy
- Villa Hope for supported apartment/housing program

ALL OTHER HS CONTRACTS

Community Programs

- State revenue contracts
- MOUs with other gov/agencies
- MCO service contracts
- Grant agreements
- Business Associate Agreements

CTC

- Health care provider contracts
- Equipment maintenance agreements
- Other counties purchase-of-service contracts
- Student placement agreements

PROVIDER CONTRACTS

Contract vs. Non-Continuous

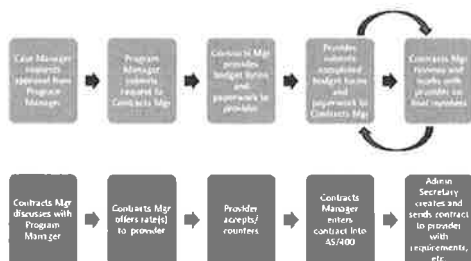
Contracted Providers

- Over \$10,000 in services
- Approximately 100 at this time totaling over \$20 million
- Specific services are defined
- Rates are negotiated/set for a period of time
- Written, binding agreement

Non-Continuous Providers

- Under \$10,000 in services
- Thousands in the system; hundreds actively used
- Services are uncommon or unknown ahead of time
- Services not usually on-going
- No written, binding agreement

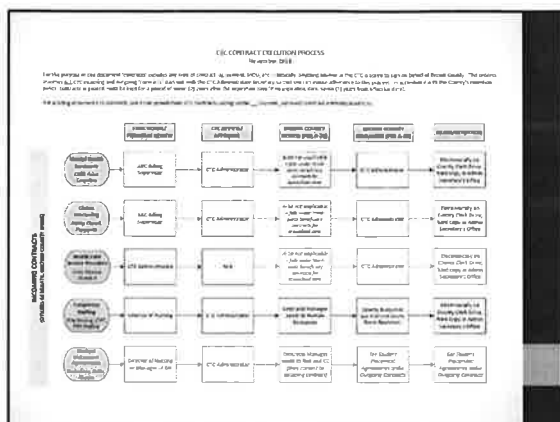
PROVIDER CONTRACT PROCESS



OTHER HS CONTRACTS PROCESS

- Dictated by County-wide Administrative Policy A-20: *Contract Execution*
- Internal procedure matrix created for CTC contracts
 - CTC Administrative Secretary is main contact, coordinates with Contracts Manager
- Internal procedure matrix created for CP contracts
 - Contracts Manager is main contact
- Copies of contracts are available to all Human Services





PROVIDER ISSUES

Many issues that arise with contracted providers (on our side and their side) relate back to the terms of their contract.

What is considered a contracted provider issue?

- Provider not getting paid on time/correctly by Brown County
- Provider submitting invoices for unauthorized services or services at a rate other than their contracted rate
- Concerns with provider staff
- Providers not obtaining Intercounty Agreements for out-of-county clients

CONTRACTS UNIT STAFF



Molly Hillmann
Contract and Provider
Relations Manager

- Oversees Contracts area
- Creates new or amends existing provider contracts; negotiates rates
- Addresses provider issues
- Reviews all other HS contracts and ensures compliance with County policy

CONTRACTS UNIT STAFF



Lori Gauthier
Contracts
Administrative Secretary

Works M/T/Th

- Provides administrative support to Contracts area
- Processes W9s; sets up providers (and others) in system
- Tracks everything!
- Maintains all filing systems

CONTRACTS UNIT STAFF



Diane Zenz
AFH Coordinator

Contracted; avg 12 hours/week
Worked at BC 34 years, most recently in APS and CIP programs

- Certifies Adult Family Homes
- Acts as main liaison for AFH providers
- Maintains AFH Vacancy spreadsheet
- Assists social workers/staff with appropriate placement matches

ADULT FAMILY HOMES

An Adult Family Home (AFH) is a certified residence where service and support is provided for up to 4 residents by individual(s) who also live at that residence.



AFH Facts:

- 1-2 bed AFHs are certified by the County (Diane)
- 3-4 bed AFHs are certified by the State, but County uses
- Popular for long-term care residents, but also for behavioral health/AODA
- Brown County now concentrating on those AFHs geared toward behavioral health/AODA



Community Treatment Center

Through 03/31/16
Prior Fiscal Year Activity Included
Summary Listing

Account Classification	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% used/ Rec'd	Prior Year YTD
Fund 630 - CTC									
REVENUE									
Property Taxes	2,797,019.00	.00	2,797,019.00	233,084.92	.00	699,254.76	2,097,764.24	25	644,570.76
Intergov Revenue	4,006,480.00	.00	4,006,480.00	399,523.37	.00	1,022,998.63	2,983,481.37	26	600,089.72
Public Charges	3,826,594.00	.00	3,826,594.00	385,696.65	.00	958,296.39	2,868,297.61	25	944,141.52
Miscellaneous Revenue	1,569,820.00	.00	1,569,820.00	168,791.26	.00	447,968.59	1,121,851.41	29	287,033.97
Other Financing Sources	.00	6,397.00	6,397.00	.00	.00	.00	6,397.00	0	.00
REVENUE TOTALS	\$12,199,913.00	\$6,397.00	\$12,206,310.00	\$1,187,096.20	\$0.00	\$3,128,518.37	\$9,077,791.63	26%	\$2,475,835.97
EXPENSE									
Personnel Costs	8,825,562.00	6,397.00	8,831,959.00	829,986.68	.00	2,358,801.95	6,473,157.05	27	2,339,362.00
Operating Expenses	4,178,122.00	.00	4,178,122.00	379,955.79	.00	1,121,259.76	3,056,862.24	27	1,063,887.87
Outlay	.00	.00	.00	.00	.00	.00	.00	+++	.00
EXPENSE TOTALS	\$13,003,684.00	\$6,397.00	\$13,010,081.00	\$1,209,942.47	\$0.00	\$3,480,061.71	\$9,530,019.29	27%	\$3,403,249.87
Fund 630 - CTC Totals									
REVENUE TOTALS	12,199,913.00	6,397.00	12,206,310.00	1,187,096.20	.00	3,128,518.37	9,077,791.63	26	2,475,835.97
EXPENSE TOTALS	13,003,684.00	6,397.00	13,010,081.00	1,209,942.47	.00	3,480,061.71	9,530,019.29	27	3,403,249.87
Fund 630 - CTC Totals	(\$803,771.00)	\$0.00	(\$803,771.00)	(\$22,846.27)	\$0.00	(\$351,543.34)	(\$452,227.66)		(\$927,413.90)
Grand Totals									
REVENUE TOTALS	12,199,913.00	6,397.00	12,206,310.00	1,187,096.20	.00	3,128,518.37	9,077,791.63	26	2,475,835.97
EXPENSE TOTALS	13,003,684.00	6,397.00	13,010,081.00	1,209,942.47	.00	3,480,061.71	9,530,019.29	27	3,403,249.87
Grand Totals	(\$803,771.00)	\$0.00	(\$803,771.00)	(\$22,846.27)	\$0.00	(\$351,543.34)	(\$452,227.66)		(\$927,413.90)